AZNET SLAs and Operations Scorecard - September 2008

Service Level Agreement	Target		SLA	Ticket Metrics			
				Ticket Count	Ticket Time	Average	
CRITICAL SERVICE LEVEL							
Severity Level I (MTTR)	*see 1.1*		-10.60	2	3.40	1.70	
Severity Level II (MTTR)	*see 1.2*		-99.68	19	40.32	2.12	
Tier I Availability*	**99.999%**		100.000%	N/A	N/A	N/A	
Tier II Availability*	**99.99%**		99.999%	N/A	N/A	N/A	
Tier III Availability*	**99.9%**		99.986%	N/A	N/A	N/A	
Tier IV Availability*	**98%**		TBD	N/A	N/A	N/A	
Site Chronic Problem	see 1.3		19				
PMO Escalation	see 1.4		0%	Ticket Count	# Missed	Average	
STANDARD SERVICE LEVEL							
Severity Level 3 Tickets Responded to on Time*	**100%**		99%	656	7	4.71	
Trouble Tickets Not Reopened	**98%**		98.79%				
Service Requests Not Ticket Reopened	**98%**		99.57%				
On-Time Completion of Services*	**95%**		97.74%				
On-Time Completion of Projects*	**95%**		TBD				
Time to Dispatch* (Severity 1 & 2)	**98%**						
SYSTEM SERVICE LEVEL	**Jul**	**August**	**September**				
Severity Level I	*0.00*	*-11.00*	*-10.60*				
Severity Level II	*-50.47*	*-48.20*	*-99.68*				
Tier I Availability*	*99.999%*	*99.999%*	*100.000%*				
On-Time Completion of Service*	*97.60%*	*97.18%*	*97.74%*				
On-Time Completion of Projects*	*TBD*	*TBD*	*TBD*				

Operations

All Trouble Tickets by Type	Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes
Legacy Voice	438	51%					
IPT	56	7%					
Data	228	27%					
Call Center	76	9%					
Security	52	6%					
Total	**850**	**100%**					

Volumes	Count	Notes	MAC Closed		Count	%
Activities Created	2390		Voice Hard MAC		671	48%
Activities Resolved	2460		Call Center Hard MAC		4	0%
% Resolved	102%		Hard MAC Subtotal		675	48%
Requests for Information	**Count**	**Avg. Time**	Voice Soft MAC		503	36%
Requests	201		Call Center Soft MAC		0	0%
Total	**201**		PON Change (BILL)		7	0%
			Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)		21	2%
			Non Billable (911A,911D,NSOF,PRMN,NHRD)		21	2%
			Soft MAC Subtotal		552	40%
			T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)		27	2%
			T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)		17	1%
AZNET Support Desk ACD Stats	**Count**	**%**	T&M Data (LBD1,LBD2,LBD3,LBDQ)		18	1%
Offered	677		T&M Security (LBS1,LBS2,LBS3,LBSQ)		19	1%
Answered	643	95%	Equipment only (EQON)		20	1%
Terminated (voicemail)	25	4%	LVL1		81	6%
Abandon (hang-up)	9	1%	Misc. MAC Subtotal		182	12%
Avg. Time to Answer	12 sec.		**Total**		**1409**	**100%**

Notes (Sample)
- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.